
Title VI Implementation Plan

City of Cottonwood / Cottonwood Area Transit



"Inspiring a Vibrant Community"



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Executive Summary

Cottonwood Area Transit (CAT) provides local transit services for Cottonwood, Clarkdale and Verde Villages. CAT operates four fixed routes plus complementary Paratransit services. CAT also operated the Verde Lynx commuter route that serves Cottonwood and Sedona. Cottonwood route run Monday – Friday, 6:45am to 6:45pm. Verde Lynx routes run 7 days a week, 6:00 am – 7:15pm Monday – Saturday, and 7:30am – 6:00pm on Sunday. CAT also provides complementary ADA paratransit service 5 days a week for CAT routes.

Cottonwood has had a transit system in place since the mid 1980's. It has grown from one purple bus to 10 active buses daily and over 150,000 passengers carried during the last fiscal year (ended 6/30/2015). Cottonwood Area Transit, in 2016, was awarded AzTA's 2016 Small Urban / Rural Transit System of the Year award. CAT works with other organizations to assist them in their transportation needs and is very active in coordinating transportation for the elderly, the disabled, and non-drivers of all ages.

What type of program fund(s) did you apply for?

- ☐ 5310
- ☒ 5311
- ☐ Other (please explain) _____

Type of Funding Requests? (Select all that apply)

- ☒ Vehicle Funds
- ☒ Operating Funds
- ☒ Other (please explain) Planning funds for service changes.

Non Discrimination Policy Statement

The **City of Cottonwood / Cottonwood Area Transit** policy assures full compliance with Title VI of the Civil Rights act of 1964, the Restoration Act of 1987, section 504 of the Rehabilitation Act of 1973, the Americans with Disabilities Act of 1990 (ADA), and related statutes and regulations in all programs and activities. Title VI states that “no person shall on the grounds of race, color, national origin, or disability be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination” under any **City of Cottonwood / Cottonwood Area Transit** sponsored program or activity. There is no distinction between the sources of funding.

City of Cottonwood / Cottonwood Area Transit also assures that every effort will be made to prevent discrimination through the impacts of its programs, policies and activities on minority and low-income populations. Furthermore, **City of Cottonwood / Cottonwood Area Transit** will take reasonable steps to provide meaningful access to services for persons with limited English proficiency.

When **City of Cottonwood / Cottonwood Area Transit** distributes Federal-aid funds to another entity/person, **City of Cottonwood / Cottonwood Area Transit** will ensure all subrecipients fully comply with **City of Cottonwood / Cottonwood Area Transit** Title VI Nondiscrimination Program requirements. The **Mayor of Cottonwood, Arizona** has delegated the authority to **Amanda Wilber, Human Resources/Risk Manager**, Title VI Program Coordinator, to oversee and implement FTA Title VI requirements.

Tim Elinski, Mayor, City of Cottonwood, Arizona

Non Discrimination Notice to the Public

Notifying the Public of Rights Under Title VI **City of Cottonwood / Cottonwood Area Transit**

The **City of Cottonwood / Cottonwood Area Transit** operates its programs and services without regard to race, color, national origin or disability in accordance with Title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, and the Americans with Disabilities Act of 1990 (ADA). Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with the **City of Cottonwood / Cottonwood Area Transit**.

For more information on the **City of Cottonwood / Cottonwood Area Transit's** civil rights program, and the procedures to file a complaint, contact **Amanda Wilber, Human Resources Manager; (928) 634-0060, (TTY 711);** email awilber@cottonwoodaz.gov; or visit our administrative office at 816 N. Main Street, Cottonwood, AZ. For more information, visit www.ride-cat.com.

A complainant may file a complaint directly with the Arizona Department of Transportation (ADOT) or the Federal Transit Administration (FTA) by filing a complaint directly with the corresponding offices of Civil Rights: **ADOT:** ATTN: Title VI Program Manager 206 S. 17TH Ave MD 155A RM: 183 Phoenix AZ, 85007 **FTA:** ATTN: Title VI Program Coordinator, East Building, 5th Floor-TCR 1200 New Jersey Ave., SE Washington DC 20590

If information is needed in another language or format, contact (928) 634-2287. Para información en Español llame: Bobbi Webb, CAT Office Administrator

The above notice is posted in the following locations: City and CAT offices, CAT Buses, on Schedules.

This notice is posted online at www.ride-cat.com.

Non Discrimination Notice to the Public - Spanish

Aviso al Público Sobre los Derechos Bajo el Título VI City of Cottonwood / Cottonwood Area Transit

City of Cottonwood / Cottonwood Area Transit (y sus subcontratistas, si cualquiera) asegura cumplir con el Título VI de la Ley de los Derechos Civiles de 1964, Sección 504 de la Ley de Rehabilitación de 1973 y La Ley de ciudadanos Americanos con Discapacidades de 1990 (ADA). El nivel y la calidad de servicios de transporte serán provehidos sin consideración a su raza, color, o país de origen.

Para obtener más información sobre la **City of Cottonwood / Cottonwood Area**'s programa de derechos civiles, y los procedimientos para presentar una queja, contacte Amanda Wilber, Human Resources Manager, (928) 634-0060, (TTY **711**); o visite nuestra oficina administrativa en 816 N. Main Street, Cottonwood, AZ. Para obtener más información, visite www.ride-cat.com.

El puede presentar una queja directamente con Arizona Department of Transportation (ADOT) o Federal Transit Administration (FTA) mediante la presentación de una queja directamente con las oficinas correspondientes de Civil Rights: ADOT: ATTN Title VI Program Manager 206 S. 17th Ave MD 155A Phoenix AZ, 85007 FTA: ATTN Title VI Program Coordinator, East Building, 5th Floor –TCR 1200 New Jersey Ave., SE Washington DC 20590

If information is needed in another language or format, contact (928) 634-2287. Para información en Español llame: Bobbi Webb, CAT Office Administrator

The above notice is posted in the following locations: City and CAT offices, CAT Buses, on Schedules.

This notice is posted online at www.ride-cat.com.

Discrimination Complaint Procedures

These procedures provide guidance for all complaints filed under Title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, and the Americans with Disabilities Act of 1990 (ADA) as they relate to any program or activity that is administered by **City of Cottonwood / Cottonwood Area Transit** including consultants, contractors and vendors. Intimidation or retaliation as a result of a complaint is prohibited by law. In addition to these procedures, complainants reserve the right to file a formal complaint with other State or Federal agencies or to seek private counsel for complaints alleging discrimination. Every effort will be made to resolve complaints at the lowest possible level.

- (1) Any person who believes he and/or she has been discriminated against on the basis of race, color, national origin, or disability may file a Discrimination complaint by completing and submitting the agency's Title VI Complaint Form.
- (2) Formal complaints must be filed within 180 calendar days of the last date of the alleged act of discrimination or the date when the alleged discrimination became known to the complainant(s), or where there has been a continuing course of conduct, the date on which the conduct was discontinued or the latest instance of the conduct.
- (3) Complaints must be in writing and signed by the complainant(s) and must include the complainant(s) name, address and phone number. The ADA/Title VI contact person will assist the complainant with documenting the issues if necessary.
- (4) Allegations received by fax or e-mail will be acknowledged and processed, once the identity of the complainant(s) and the intent to proceed with the complaint have been established. For this, the complainant is required to mail a signed, original copy of the fax or email transmittal for the complaint to be processed.
- (5) Allegations received by telephone will be reduced to writing and provided to the complainant for confirmation or revision before processing. A complaint form will be forwarded to the complainant for him/her to complete, sign and return for processing.
- (6) Once submitted **City of Cottonwood / Cottonwood Area Transit** will review the complaint form to determine jurisdiction. All complaints will receive an acknowledgement letter informing her/him whether the complaint will be investigated by the **City of Cottonwood / Cottonwood Area Transit** or submitted to the State or Federal authority for guidance.
- (7) **City of Cottonwood / Cottonwood Area Transit** will notify the ADOT Civil Rights Office of ALL Discrimination complaints within 72 hours via telephone at 602-712-8946; or email at civilrightsoffice@azdot.gov.

- (8) **City of Cottonwood / Cottonwood Area Transit** has **30** days to investigate the complaint. If more information is needed to resolve the case, the Authority may contact the complainant. The complainant has **30** business days from the date of the letter to send requested information to the investigator assigned to the case. If the investigator is not contacted by the complainant or does not receive the additional information within **30** business days, the Authority can administratively close the case. A case can be administratively closed also if the complainant no longer wishes to pursue their case.
- (9) After the investigator reviews the complaint, she/he will issue one of two letters to the complainant: a closure letter or a letter of finding (LOF). A closure letter summarizes the allegations and states that there was not a Discrimination violation and that the case will be closed. An LOF summarizes the allegations and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of the staff member or other action will occur.
- (10) A copy of either the closure letter or LOF must be also be submitted to ADOT within 72 hours of that decision. Letters may be submitted by hardcopy or email.
- (11) A complainant dissatisfied with **City of Cottonwood / Cottonwood Area Transit** decision may file a complaint with the Arizona Department of Transportation (ADOT) or the Federal Transit Administration (FTA) offices of Civil Rights: **ADOT**: ATTN ADA/Title VI Program Coordinator 206 S. 17TH Ave MD 155A RM: 183 Phoenix AZ, 85007 **FTA**: Attention Title VI Program Coordinator, East Building, 5th Floor-TCR 1200 New Jersey Ave., SE Washington DC 20590
- (12) A copy of these procedures can be found online at: **www.ride-cat.com**.

If information is needed in another language, contact (928) 634-2287. Para información en Español llame: **Bobbi Webb, CAT Office Administrator**.

Discrimination Complaint Form

Section I:		
Name:		
Address:		
Telephone (Home):	Telephone (Work):	
Electronic Mail Address:		
Accessible Format Requirements?	<input type="checkbox"/> Large Print	<input type="checkbox"/> Audio Tape
	<input type="checkbox"/> TDD	<input type="checkbox"/> Other
Section II:		
Are you filing this complaint on your own behalf?	<input type="checkbox"/> Yes*	<input type="checkbox"/> No
<i>*If you answered "yes" to this question, go to Section III.</i>		
If not, please supply the name and relationship of the person for whom you are complaining.		
Please explain why you have filed for a third party:		
Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party.	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Section III:		
I believe the discrimination I experienced was based on (check all that apply):		
<input type="checkbox"/> Race <input type="checkbox"/> Color <input type="checkbox"/> National Origin <input type="checkbox"/> Disability		
Date of Alleged Discrimination (Month, Day, Year): _____		
Explain as clearly as possible what happened and why you believe you were discriminated against. Describe all persons who were involved. Include the name and contact information of the person(s) who discriminated against you (if known) as well as names and contact information of any witnesses. If more space is needed, please use the back of this form.		
_____ _____ _____		
Section VI:		
Have you previously filed a Discrimination complaint with this agency?	<input type="checkbox"/> Yes	<input type="checkbox"/> No

If yes, please provide any reference information regarding your previous complaint.

Section V:

Have you filed this complaint with any other Federal, State, or local agency, or with any Federal or State court?

☐ Yes ☐ No

If yes, check all that apply:

☐ Federal Agency: _____

☐ Federal Court: _____ ☐ State Agency: _____

☐ State Court : _____ ☐ Local Agency: _____

Please provide information about a contact person at the agency/court where the complaint was filed.

Name:

Title:

Agency:

Address:

Telephone:

Section VI:

Name of agency complaint is against:

Name of person complaint is against:

Title:

Location:

Telephone Number (if available):

You may attach any written materials or other information that you think is relevant to your complaint. Your signature and date are required below

Signature

Date

Please submit this form in person at the address below, or mail this form to:

Amanda Wilber, Title VI Coordinator

816 N. Main Street

Cottonwood, AZ 86326

(928) 340-2717

awilber@cottonwoodaz.gov

A copy of this form can be found online at **www.ride-cat.com**

Discrimination Investigations, Complaints, and Lawsuits

This form will be submitted annually. If no investigations, lawsuits, or complaints were filed, a blank form will be submitted.

Description/Name	Date (Month, Day, Year)	Summary (include basis of complaint: race, color, national origin or disability)	Status	Action(s) Taken (Final findings?)
Investigations				
1)				
2)				
Lawsuits				
1)				
2)				
Complaints				
1)				
2)				

x **City of Cottonwood / Cottonwood Area Transit** has not had any ADA nor Title VI Discrimination complaints, investigations, or lawsuits in **2017-2018**.

City of Cottonwood / Cottonwood Area Transit Public Participation Plan



City of Cottonwood / Cottonwood Area Transit is engaging the public in its planning and decision-making processes, as well as its marketing and outreach activities. The public will be invited to participate in the process whether through public meetings or surveys. As an agency receiving federal financial assistance, City of Cottonwood / Cottonwood Area Transit made the following community outreach efforts:

- (1) Transit Advisory Meetings – Public meetings held every other month with the majority stakeholders to discuss transit operations and plans. Usually held in the large conference room at the Cottonwood Recreation Center.
- (2) Transportation Manager has participated in numerous community events where transportation issues were the focus of the event such as roundtables, community action group events, special meetings at senior centers and senior community centers.
- (3) City Council meetings when transit issues are being discussed as part of the agenda.
- (4) Coordination meetings with NACOG and other transit providers every other month.
- (5) Transportation Planning Organization meetings for Yavapai County every other month in the Yavapai County offices.
- (6) Work with Chambers of Commerce, Catholic Charities, Goodwill, DES and others to provide transit passes for special events such as Job Fairs, employment events, job interviews, job training, and educational events.
- (7) Ads appear in several relocation guides and on associated websites for people looking to move into the area.
- (8) All meeting notices and special event notices appear in the local papers, are run as public service announcements on the local radio stations, are posted in city offices and primary pass purchasing offices, as well as on all the buses.

In the upcoming year, City of Cottonwood / Cottonwood Area Transit will make the following community outreach efforts:

- (1) Transit Advisory Meetings – Public meetings held every other month with the majority stakeholders to discuss transit operations and plans. Usually held in the large conference room at the Cottonwood Recreation Center.
- (2) Transportation Manager has participated in numerous community events where transportation issues were the focus of the event such as roundtables, community action group events, special meetings at senior centers and senior community centers.
- (3) City Council meetings when transit issues are being discussed as part of the agenda.
- (4) Coordination meetings with NACOG and other transit providers every other month.
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- (7) Ads appear in several relocation guides and on associated websites for people looking to move into the area.
- (8) All meeting notices and special event notices appear in the local papers, are run as public service announcements on the local radio stations, are posted in city offices and primary pass purchasing offices, as well as on all the buses.

Public Meetings:

- (1) Public meetings are scheduled to increase the opportunity for attendance by stakeholders and the general public. This may require scheduling meetings during non-traditional business hours, holding more than one meeting at different times of the day or on different days, and checking other community activities to avoid conflicts.
- (2) When a public meeting or public hearing is focused on a planning study or program related to a specific geographic area or jurisdiction within the region, the meeting or hearing is held within that geographic area or jurisdiction.
- (3) Public meetings are held in locations accessible to people with disabilities and are located near a transit route when possible.

City of Cottonwood / Cottonwood Area Transit submits to the Arizona Department of Transportation annually an application for funding. Part of the annual application is a public notice, which includes a 30-day public comment period.

City of Cottonwood / Cottonwood Area Transit

Limited English Proficiency Plan



City of Cottonwood / Cottonwood Area Transit has developed the following Limited English Proficiency Plan (LEP) to help identify reasonable steps to provide language assistance for LEP persons seeking meaningful access to **City of Cottonwood / Cottonwood Area Transit** services as required by Executive Order 13166. A Limited English Proficiency person is one who does not speak English as their primary language and who has a limited ability to read, speak, write, or understand English.

This plan details procedures on how to identify a person who may need language assistance, the ways in which assistance may be provided, training to staff, notification to LEP persons that assistance is available, and information for future plan updates. In developing the plan while determining the **Cottonwood Area Transit's** extent of obligation to provide LEP services, the **City of Cottonwood / Cottonwood Area Transit** undertook a U.S. Department of Transportation four-factor LEP analysis which considers the following:

- 1) The number or proportion of LEP persons eligible in the **City of Cottonwood / Cottonwood Area Transit** service area who may be served or likely to encounter by **City of Cottonwood / Cottonwood Area Transit** program, activities, or services;

Selected Social Characteristics in the CAT Service Area (City of Cottonwood)	Estimate	Margin of Error	Percent	Margin of Error
LANGUAGE SPOKEN AT HOME				
Population 5 years and older	10,994	+/- 170	10994	NA
English Only	8,481	+/-678	77.1%	+/-6.2
Language other than English	2,513	+/-694	22.9%	+/-6.2
Speak English less than "very well"	1,205	+/-624	11.0%	+/-5.7
Spanish	2,363	+/-694	21.5%	+/-6.2
Speak English less than "very well"	1,203	+/-624	10.9%	+/-5.7
Other Indo-European Languages	136	+/-68	1.2%	+/-0.6
Speak English less than "very well"	0	+/-101	0.0%	+/-0.4
Asian and Pacific Islander	0	+/-101	0.0%	+/-0.4
Speak English less than "very well"	0	+/-101	0.0%	+/-0.4
Other Languages	14	+/-23	0.1%	+/-0.2
Speak English less than "very well"	2	+/-5	0.0%	+/-0.1

(Based on 2010 Census Data)

- 2) The frequency with which LEP individuals come in contact with a **City of Cottonwood / Cottonwood Area Transit** services;

Ridership statistics across all Cottonwood Area Transit services from July 1, 2014 – June 30, 2015 indicated a monthly average ridership of 12,548, Saturday average of 610 and Sunday average of 466.

- 3) The nature and importance of the program, activities or services provided by the **City of Cottonwood / Cottonwood Area Transit** to the LEP population;

As an agency providing public transportation for Cottonwood, Clarkdale, Sedona, and Yavapai County, AZ, CAT participates heavily in public community outreach. CAT strives to meet the needs of its client base to make sure that all segments of the population, including LEP persons, have the opportunity to be provided public transit.

CAT has an organized advisory council that offers suggestions and/or observations about transit service. It is comprised of a former member of the Cottonwood City Council, Clarkdale City Manager, Clarkdale Council Member, Assistant City Manager for Sedona, Executive Director of Verde Valley Caregivers Coalition, representing the disabled, disadvantaged, and transportation challenged in Yavapai and Coconino Counties, representative of NACOG (Northern Arizona Council of Governments), and a Current City Council member for the City of Cottonwood.

Transit-related information is available in Spanish and posted on all buses. This information includes fares and policies and where to obtain CAT passes, punch cards, and CAT/LYNX schedules if drivers do not have any, and courtesy rules for riding the bus.

Denial or delay of access to services or information provided by CAT would not have life-threatening implications for a LEP individual. It is also believed that denial or delay of access to services or information provided by CAT would not have serious implications on an LEP individual, in comparison to services such as health, emergency transportation, water, sewer, fire protection, police protection and other emergency services provided by other local governments or organizations.

- 4) The resources available to **City of Cottonwood / Cottonwood Area Transit** and overall costs to provide LEP assistance. A brief description of these considerations is provided in the following section.

U.S. Department of Transportation Policy Guidance Concerning Recipients' Responsibilities to Limited English Proficient (LEP) Persons published in the Federal Register: December 14, 2005 (Volume 70, Number 239) states:

Certain DOT recipients, such as those serving very few LEP persons or those with very limited resources may choose not to develop a written LEP plan.

While CAT does serve few LEP persons and has very limited resources, the decision has been made to develop a written Limited English Proficiency Plan because of the requirement of ADOT to develop such a plan.

Funds available and persons available for LEP services, at the present time, are derived entirely from existing City of Cottonwood operating funds and personnel, and compete with other operational requirements of the City.

A statement in Spanish will be included in all public outreach notices. Every effort will be made to provide vital information to LEP individuals in the language requested.

Safe Harbor Provision

City of Cottonwood / Cottonwood Area Transit complies with the Safe Harbor Provision, as evidenced by the number of documents available in the Spanish language. With respect to Title VI information, the following shall be made available in Spanish:

- (1) Title VI Notice
- (2) Complaint Procedures
- (3) Complaint Form

In addition, we will conduct our marketing (including using translated materials) in a manner that reaches each LEP group. Vital Documents include the following:

- (1) Notices of free language assistance for persons with LEP
- (2) Notice of Non-Discrimination and Reasonable Accommodation
- (3) Outreach Materials
- (4) Bus Schedules
- (5) Route Changes
- (6) Public Hearings

Non-elected Committees Membership Table

A subrecipient who selects the membership of transit-related, non-elected planning boards, advisory councils, or committees must provide a table depicting the membership of those organizations broken down by race. Subrecipients also must include a description of the efforts made to encourage participation of minorities on these boards, councils, and committees.

X **City of Cottonwood / Cottonwood Area Transit** does NOT select the membership of any transit-related committees, planning boards, or advisory councils.

Monitoring for Subrecipient Title VI Compliance

X **City of Cottonwood / Cottonwood Area Transit** does NOT monitor subrecipients for Title VI compliance as we have no subrecipients.

Title VI Training

Title VI training has been done in several ways. The most common way is through ADOT sponsored training sessions that are given in conjunction with state conferences, such as AzTA Annual conference, or scheduled training that takes place in the various regions that have transit operations as subrecipients to FTA funds through ADOT. Additionally, the various COGs will provide training, with ADOT, in their regions that complements the training provided by ADOT.

The most recent training was in February, 2018, in Phoenix, Arizona. Attending were the assistant to the Title VI coordinator and the transportation manager. As a subrecipient of FTA 5311, this session was required for us to continue to receive those funds. During the session, the new template was introduced and new staff at the Civil Rights office for ADOT were also introduced.

All required training for Title VI and 5311 Grants will be attended by the following:

- 1) Title VI Coordinator or the Assistant to the Title VI Coordinator
- 2) Transportation Manager
- 3) Additional staff as required.

Currently, we are not aware of any additional training that is upcoming. We will attend any training that is scheduled by ADOT or NACOG (Our regional planning organization) in regard to Title VI or 5311 Grant processes and procedures.

All new employees are given Title VI training and LEP Assistance training as part of the initial training when they are hired. They are made aware of the resources available within CAT and additional resources available within other City departments should they be needed.

Title VI Equity Analysis

A subrecipient planning to acquire land to construct certain types of facilities must not discriminate on the basis of race, color, or national origin, against persons who may, as a result of the construction, be displaced from their homes or businesses. “Facilities” in this context does not include transit stations or bus shelters, but instead refers to storage facilities, maintenance facilities, and operation centers.

There are many steps involved in the planning process prior to the actual construction of a facility. It is during these planning phases that attention needs to be paid to equity and non-discrimination through equity analysis. The Title VI Equity Analysis must be done before the selection of the preferred site.

Note: Even if facility construction is financed with non-FTA funds, if the subrecipient organization receives any FTA dollars, it must comply with this requirement.

The **City of Cottonwood / Cottonwood Area Transit** has no current or anticipated plans to develop new transit facilities covered by these requirements. No facilities covered by these requirements have been developed since **2009**.

Fixed Route Transit Provider Analysis

Fixed route: Public transit service (other than by aircraft) provided on a repetitive, fixed-schedule basis along a specific route, with vehicles stopping to pick up passengers.

A subrecipient providing fixed route service, as defined above, must determine the distribution of transit amenities or the vehicle assignments for each mode in a non-discriminatory manner. The subrecipient must develop policies to ensure service is not distributed on the basis of race, color, or national origin.

Effective practices to fulfill the Service Standards requirements include developing written policies covering each of the following service indicators:

1) Vehicle Load for Each Mode

- a. CAT, All Routes – 1:1, both peak and off peak. We generally have more seating than passengers. This is local fixed route service.
- b. Lynx - 1:1, both peak and off peak. While we occasionally will have a standee, this is rare and only happens when we have to substitute a smaller bus when one of the large buses is down for scheduled maintenance. This is our commuter service.

2) Vehicle Headway for Each Mode

- a. CAT, Local Service – 45 minutes, all times
- b. Lynx, Commuter Service – 45 minutes, peak; 90 minutes off-peak, weekends.

3) On Time Performance for Each Mode

- a. CAT, local service – 99% on-time, 0-5 minutes within scheduled time being “on time”
- b. LYNX, commuter service – 94% on-time, 0-5 minutes within scheduled being “on time”
- c. ADA Paratransit – 95% on time, 0-5 minutes with scheduled window for pickup and drop-off.

4) Service Availability for Each Mode

- a. CAT, ADA Local Service – Monday – Friday, 6:45am – 6:45pm
- b. LYNX, Commuter Service – Monday – Friday, 6:00am – 7:15pm, 2 buses
Saturday, 6:00am – 7:15pm, 1 bus
Sunday, 7:30am – 6:00pm, 1 bus
- c. All services run most holidays except Thanksgiving, Christmas, and New Years’ Day.

Effective qualitative practices to fulfill the Service Policy requirements include developing written policies covering each of the following service indicators:

1) *Transit amenities for each mode*

a. CAT – The following items are provided to riders:

- i. Shelters – Lighted shelters are located along the fixed routes in areas where there are two or more routes in close proximity or where two routes share a stop. They are usually at places where riders may transfer from one route to another. Trash receptacles are provided at the shelters and on all buses.
- ii. Signs – Designated stops have signs to let the public know where they are located. These stops are located so that the bulk of the riding public is no more than two or three blocks from a designated stop.
- iii. Schedules – All buses have schedules for all services operated by CAT and LYNX and also have schedules for the Yavapai Apache Nation Transit, which connects with CAT/Lynx in Cottonwood. Schedules contain time tables for the various stops and routes, as well as maps of the routes. Schedules may also be obtained at the Cottonwood City Hall, Human Resources/Finance Office, Library, Recreation Center, Chamber of Commerce Center, and most hotels/motels in the CAT service area.

b. LYNX – The following items are provided to riders:

- i. Shelters – Lynx uses the shelters at the Cottonwood Library and the Circle K stops in Cottonwood. The City of Sedona has provided several shelters along 89A in West Sedona and along 179 South toward the Village of Oak Creek. They plan to install more as funding is secured.
- ii. Signs – Designated stops have signs to let the public know where they are located. These stops are located along the main route through Sedona to the Uptown Municipal Parking Lot, a designated park and ride facility for the Lynx.
- iii. Schedules – All buses have schedules for all services operated by CAT and LYNX and also have schedules for the Yavapai Apache Nation Transit, which connects with CAT/Lynx in Cottonwood. Schedules contain time tables for the various stops and routes, as well as maps of the routes. Schedules may also be obtained at the Sedona City Hall, Library, Chamber of Commerce Center, and most hotels/motels in the LYNX service area.

2) *Vehicle assignments for each mode*

Generally, our buses are fairly well interchangeable on any service, with the exception of the two 33 passenger Navistar buses used exclusively on the LYNX service. The rest are 19 or 14 passenger cutaway vans that we use interchangeably on the routes to maximize the mileage for

each bus. Additionally, we have MV-1 vehicles for use on our ADA service. These are similar to minivans, with a maximum of 5 passengers or 2 wheelchairs and 2 passengers.

Board Approval for the Title VI Program

ATTACH A COPY OF THE BOARD MEETING MINUTES HERE

Organizational Chart

ATTACH A COPY OF THE ORGANIZATIONAL CHART HERE